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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT: Tracy E. Thieret

EXAMINER: Paul F. Contino

SERIAL NO.: 10/759,682

GROUP: 2114

FILED: January 16, 2004

ATTY DKT NO.: D/A2179

**TITLE: APPLICATION OF LIVE MACHINE DATA TO CUSTOMER SUPPORT
FAULT ISOLATION PROCESSES**

CERTIFICATE OF MAILING

Please forward all correspondence to:

Ortiz & Lopez, PLLC
P.O. Box 4484
Albuquerque, NM 87196-4484

*I hereby certify that this correspondence is
being mailed to the Commissioner for
Patents, P.O. Box 1450, Alexandria, VA
22313-1450 by 1st class mail with the USPS
on **April 8, 2007.***

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Luis M. Ortiz

REPLY TO OFFICE ACTION AND AMENDMENT

Dear Sir:

In response to the Office Action dated 01/08/2008 in the above captioned matter, please enter Applicants' amendments and consider the following remarks.

Claims begin on Page 2 of this Paper.

Remarks begin on Page 7 of this Paper.